

Hire Controller (Plant, Tools & Equipment) Apprenticeship, Level 2: End-point Assessment Plan

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Introduction & Overview

The hire sector for Plant, Tools and Equipment (PTE) provides specialist plant, tools, machinery or equipment on short or long-term hire to carry out specific tasks across the construction and other sectors. The type of product hired could range from powered hand tools up to machinery such as excavators or cranes with a qualified operator. Hire sector employers range from small local companies up to large national organisations, although some companies specialise in just one equipment type (such as cranes) and others offer a range of over 2000 products servicing all commercial sectors and domestic customers.

The Hire Controller is a main point of contact for their customers but works as part of a team and needs an in-depth technical product knowledge in terms of operation of the equipment, health, safety and environmental considerations. They further advise customers on the right plant, tools or equipment for a job and in many cases, how to use it.

They understand the specific requirements of the sectors in which their customers operate and are also a main source of technical advice and instruction for customers. They further ensure that stock is maintained to the required standard and help to ensure that all legal, health, safety and environmental requirements are met.

To ensure that the apprentice can undertake these tasks, they need to prove they have the relevant skills, knowledge and behaviours measured through the End Point Assessment (EPA) for which this document sets out the requirements for the Hire Controller apprenticeship standard.

It is written for end-point assessment organisations who need to know how the EPA for this apprenticeship must operate. It will also be of interest to Hire Controller apprentices, their employers and training providers.

Full time apprentices will typically spend 18 months on-programme working towards the apprenticeship standard within the workplace, with a minimum of 20% of that time being trained off-the-job.

The EPA should be undertaken only when the employer is satisfied that the apprentice has consistently worked at or above the level set out in the standard. The pre-requisite gateway requirements for EPA must have been met and can be evidenced to the chosen EPA organisation.

As a gateway requirement, apprentices must have completed a work record portfolio that evidences their skills and behaviours in support of the Professional Interview.

Hire Controller Apprentices without English and mathematics at level 2 must achieve level 1 English and mathematics and take the tests for level 2 prior to taking their EPA for the Hire Controller Level 2 Apprenticeship.

The EPA must be completed over a maximum total assessment time of 4 weeks, within a 3-month period, after the apprentice has met the EPA gateway requirements.

The EPA must be conducted by an organisation approved to offer services against this standard, as selected by the employer, from the Education & Skills Funding Agency's Register of End Point Assessment Organisations (RoEPAO). Any training body that has been involved in the training of the apprentice cannot undertake any part of the EPA.

The EPA for this apprenticeship consists of 2 distinct assessment methods:

- Knowledge Test
- Professional Interview.

The performance of the apprentice in the EPA will determine whether their apprenticeship is graded as a fail, pass or distinction.

Summary of Assessment

The end point assessment (EPA) will assess how an apprentice can apply their skills, knowledge and behaviours acquired in their apprenticeship, through the following two assessments and carried out after the gateway point of the apprenticeship:

1. Knowledge test - this test will consist of multiple-choice questions on an electronic-based platform (or paper-based if required)
2. Professional Interview – assessed by an Independent Assessor, this discussion will consist of a series of topic areas that clarify and probe the apprentice's knowledge, skills and behaviours based on the work record portfolio completed by the apprentice.

The EPA can only be taken after the conditions of the Assessment Gateway have been successfully achieved.

On-programme (typically 18 months)	End Point Assessment Gateway	End Point Assessment (maximum 4 weeks)
Training to develop the occupation standard's knowledge, skills and behaviours	Achieved English and maths Level 1 & attempted Level 2 tests	Knowledge Test (multiple choice paper)
Development of work record portfolio of completed work	Completed work record portfolio and submitted for use in professional interview	Professional Interview

Working towards English/maths Level 2 (if required)	Employer satisfied that the apprentice is consistently working at or above the level of the standard	Graded fail, pass or distinction
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End Point Assessment Overview			
Assessment Method	Area Assessed	Assessed by	Grading
Knowledge test	Knowledge/Skills	Appointed end point assessment organisation (EPAO)	Distinction/ Pass / Fail
Professional Interview	Knowledge/ Skills/ Behaviours	Independent Assessor <i>(employer representative in attendance to offer clarification only)</i>	Distinction/ Pass / Fail
Please see grading section for more specific details including how the overall apprenticeship grade is calculated.			
End Point Assessment Gateway			
<p>The EPA should only start once the employer is satisfied that the apprentice has consistently worked at or above the level set out in the standard, the pre-requisite gateway requirements for EPA have been met and that they can be evidenced to an EPA organisation. Employers may wish to take advice from their apprentice's training provider(s).</p> <p>Gateway requirements:</p> <ul style="list-style-type: none"> • Achieved level 1 English and mathematics and have taken the tests for level 2 • Completed the work record portfolio (see Annex B) and submitted prior to the EPAO to support the professional interview. <p>The work record portfolio must:</p> <ul style="list-style-type: none"> • document off-the-job training that the apprentice has completed to demonstrate competence in the knowledge, skills and behaviours aligned to the Professional Interview (See Annex A) • contain evidence demonstrating competence against the knowledge, skills and behaviours (KSBs) • Individual pieces of evidence can be used to demonstrate competence against one or more KSB. 			

Evidence sources may include evidence of work undertaken which may be supported by: client/customer feedback, witness testimonies, employer/trainer feedback, training records, appraisal records, training course completion. This list is not definitive and other evidence sources are permissible. However reflective accounts and self-evaluations are not allowed.

End Point Assessment Methods, Timescales and Locations

The EPA consists of the following two assessments:

- knowledge test
- professional interview.

The end-point assessment must be completed over a maximum period of 3 months after the apprentice has met the EPA gateway requirements.

Method 1: Knowledge test

- Apprentices must complete a knowledge test during the EPA period.
- Apprentices must undertake the knowledge test in the first instance and cannot proceed to the Professional Interview until passed.
- The knowledge test must assess apprentice's knowledge against the standard's listed knowledge and skills as shown in Annex A.
- The knowledge test must consist of at least 50 multiple-choice knowledge-based questions of which at least 10 must be scenario based.
- There must be a minimum number of questions per knowledge and skills areas as outlined in Annex C.
- Each question must present the apprentice with 4 options, from which they must select one or multiple correct options.
- Each question that is answered correctly must be assigned 1 mark, any incorrect or missing answers must be assigned 0 marks.
- Apprentices are only allowed to have a maximum of 90 minutes to complete the knowledge test.
- The knowledge test can be either electronic or a paper-based.
- Apprentices must take the knowledge test in the presence of an EPAO administrator/invigilator.
- The maximum administrator/invigilator to apprentice ratio must be 1 to 15 if face-to-face; or 1 to 5 if conducted remotely.
- Knowledge tests must be marked by EPAO independent assessors or markers following a marking guide produced by the EPAO; electronic marking is permissible.

- Independent assessors must award a grade using the following grading boundaries:

Grading boundaries	Fail	Pass	Distinction
Marks	0-69%	70%- 84%	85% plus

- EPAOs must develop the bank of questions. It is recommended that this is done in consultation with representative employers to ensure relevancy, depth and accuracy
- EPAOs must ensure that the knowledge test is available for apprentices within their 3 month EPA time period on employer confirmation
- EPAOs must develop and maintain a knowledge test question bank of sufficient size to prevent predictability, review them regularly (and at least once a year) and with a change of at least 10% of questions per annum to ensure that they, and the specifications they contain, are fit for purpose.
- Knowledge test questions must be set so that a pass will ensure competence in the knowledge and skills; with a distinction level representing a deeper understanding of the knowledge and skills.
- EPAOs must ensure that apprentices have a different set of questions in the event of any re-sits or re-takes.

Method 2: Professional Interview

- This will consist of fifteen questions posed by the Independent Assessor that confirms the knowledge, skills and behaviours listed in Annex A.
- The assessor will ask questions that refer to evidence in the work record portfolio developed during the apprenticeship in real work environments (e.g. photographs, witness statements and written description of task) and in line with Annex A.
- The portfolio as a minimum must include evidence of projects that have required the apprentice to demonstrate the full range of knowledge, skills and behaviours listed in Annex A relevant to the professional interview. This should include photographic evidence, witness testimonies and a written report on each project undertaken. A sample portfolio is outlined in Annex B.
- There will be a bank of questions for the oral questioning which will allow the Independent Assessor to tailor the questioning to individual apprentices' portfolio.
- The oral questioning will be completed in 60 minutes (+/- 10%) at an employer work site or other suitable location. The room must be in a quiet location and free from distractions.

- The employer representative may attend. Employers should only participate in the EPA to provide context and clarity for the independent assessor regarding the employer and industrial sector. Employers must not lead the Apprentice during a professional discussion and they must not influence grading decisions.
- The apprentice may refer to their work record portfolio during the discussion.

The way in which these assessments will cover the content of the apprenticeship standard is outlined in Annex A.

Apprenticeship Grading

The apprenticeship will be graded distinction, pass or fail. The final grade will be determined by collective performance in the three assessment elements in the end-point assessment.

Overall Distinction:	Distinction in both methods
Overall Pass:	a) Pass in both methods, or b) Distinction in one method and a Pass in one method
Overall Fail:	Fail in 1 or more methods

Apprentices must achieve an overall Pass rating to achieve the Apprenticeship.

Table 1 outlines the scoring criteria that will be applied for each assessment method.

In order to achieve the End-Point Assessment and complete the apprenticeship, all pass criteria must be evidenced. Distinction criteria build on the knowledge, skills and behaviour demonstrated to reach the pass criteria.

Table 1

End-Point Assessment Element	Fail	Pass Criteria	Distinction Criteria
Knowledge Test	Score <70%	Score 70-84%	Score \geq 85%
Professional Interview	An apprentice that fails does not provide sufficient evidence to meet the knowledge, skills and behavioural requirements of the apprenticeship listed in the pass criteria.	<p>To achieve a Pass, the apprentice must as a minimum:</p> <p>Be able to describe their working processes in full from receipt of enquiry to on-hire start and again for the off-hire process. (K10, K11, S1, S3, S4, S6, S8, S9);</p> <p>Demonstrate successful completion of tasks in accordance with legal requirements, company policies and using company procedures (including IT where appropriate) (K4, K6, S1, S3, S4, S5, S6, S15, S16, B4);</p> <p>Correctly explain and process hire rates and associated transactions (S14);</p> <p>Describe how Company hire fleet management systems ensure timely delivery/collection of products, spares, staff (K12);</p> <p>Correctly describe company policy and procedures for complaint-handling.(K20);</p> <p>Describe the health and safety procedures followed and why (K7, K9, S1, S2, B3);</p> <p>Describe steps taken to meet customer requirements (K20, S12, S13, S17, B1, B5);</p>	<p>To achieve a Distinction, in addition to the pass criteria the apprentice must be able to:</p> <p>Give fully detailed descriptions of their working processes including rationale for their order of work, materials and equipment chosen;</p> <p>Demonstrate a thorough consideration of the implications of their actions and explain contingency and problems solving steps taken;</p> <p>Provides alternative suggestions on how to achieve the end results given alternative job parameters such as time and cost for the customer and organisation;</p> <p>Demonstrate an understanding of how hire rates are derived and any factors that could cause variation;</p> <p>Suggest consequences of the hire fleet management system not being used correctly;</p> <p>Provide an understanding of the pattern of complaints received and suggests improvements which could be made to reduce complaints;</p>

		<p>Demonstrate an understanding of the sectors and company including services, product range and specification. (K1, K2, K3, B2);</p> <p>Communicate material in a literate, articulate and appropriate way (S7, S10, S11, S12, B5, B6);</p> <p>Demonstrate a commitment to ongoing personal development (B7).</p>	<p>List key health and safety legislation relating to the Hire sector;</p> <p>Describe instances where customer requirements have not been met, the consequences and what actions were taken to rectify;</p> <p>Provide an analysis of the products most commonly used by different sectors and any issues that arise;</p> <p>Communicate confidently demonstrating detailed knowledge of the material and able to answer questions about the content;</p> <p>Has a personal development plan in place.</p>
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Re-sit and Re-take information

Apprentices who fail one or more of the EPA methods will be offered the opportunity to take a re-sit/retake. Re-sits/re-takes must not be offered to apprentices wishing to move from pass to a distinction. A re-sit will not require any further learning whereas a re-take will.

The apprentice's employer will need to agree that a re-sit/re-take is an appropriate course of action in the event of a fail. Apprentices should have a supportive action plan to prepare for any re-sit/re-takes.

An individual EPA method re-sit/re-take must be taken within the maximum EPA period i.e. 3 months/within 1 month of the original test, otherwise the entire EPA must be retaken.

The maximum grade that can be awarded for a re-sit/re-take will be pass, unless the EPAO identifies exceptional circumstances accounting for the original fail.

EPAOs must ensure that apprentices complete a different knowledge test when taking a re-sit/re-take.

For the knowledge test, apprentices will need to retake the full set of questions again and a different set of questions must be used.

If an apprentice fails the professional interview, they should gain additional work experience or provide additional evidence before retaking/resitting this method, with the assessor devising a new set of questions.

End-point Assessment Organisations

Employers must choose an independent EPAO approved to deliver the EPA for this apprenticeship from the Education & Skills Funding Agency's (ESFA's) Register of End Point Assessment Organisations (RoEPAO).

Requirements for Independent Assessors, Invigilators and Markers

EPAOs must appoint:

- administrators/invigilators and markers to administer/invigilate and mark the knowledge test
- independent assessors to grade the knowledge test
- quality assurance staff to undertake moderation of the EPA.

The minimum mandatory requirements for approval as a Hire Controller Independent Assessor are based on the following criteria:

- Must be independent of the apprentice, their employer and any training provider(s) i.e. there must be no conflict of interest between training and the assessment process
- Must have sufficient occupational expertise and have up to date experience and knowledge, or understanding, of the hire sector for plant, tools and equipment
- Have a minimum of 2 years' relevant industrial experience and be able to demonstrate knowledge of up-to-date working methods
- Their experience, knowledge or understanding must be of sufficient depth to be effective and reliable when judging an apprentice's competence during all aspects of the end point assessment
- Must be qualified at level 3 in customer service or similar, or requisite experience in similar occupations as agreed with the apprentice's employer
- Should uphold the integrity of the trailblazer apprenticeship through their conduct of assessing the end point assessment
- Must have a sound knowledge of the assessment requirements for the end-point assessment and have the relevant skills to competently conduct the professional interview and, where involved, for the setting and/or marking of questions
- Must hold a qualification as a minimum as listed within 'Assessing and Assuring Quality of Assessment', either in the Regulated Qualification Framework (RQF), or the Scottish Credit and Qualifications Framework (SCQF) inc:
 - Level 3 Award in Assessing Competence in the Work Environment
 - Level 3 Award in Assessing Vocationally Related Achievement
 - Level 3 Award in Assessing Vocational Achievement

- an appropriate Assessor qualification as identified by SQA Accreditation.

or hold one of the following:

- A1 Assess candidates using a range of methods
- D32/33 Assess candidate performance, using differing sources of evidence.

Note: Holders of A1 and D32/33 must assess to the current learning and development assessment criteria.

Their experience, knowledge and understanding must be verified (and recorded and available for audit) by at least several of the following:

- curriculum vitae and employer endorsement
- references
- possession of a relevant NVQ/SVQ, or vocationally related qualification
- corporate membership of a relevant professional institution
- professional interview.

All assessors for the end-point assessment must be prepared to participate in all relevant activities for their continued professional development and undertake a minimum of 1-days' EPAO standardisation training per year.

EPAO's must appoint administrators/invigilators and markers to administer/invigilate and mark the knowledge test. They must have no direct connection with the apprentice, their employer or training provider i.e. there must be no conflict of interest.

There are no specific qualification or experience requirements for administrators/invigilators/markers. However, they must be trained in the task(s) by their EPAO and operate according to their guidance.

Quality assurance staff must hold or be working towards quality assurance qualifications. They must be independent of the apprentice, their employer and training provider i.e. there must be no conflict of interest.

Quality Assurance – Internal

Internal quality assurance refers to the requirements that EPAO must have in place to ensure consistent (reliable) and accurate (valid) assessment decisions. EPAOs for this EPA must undertake the following:

- appoint independent assessors that meet the requirements as detailed in this plan (see independent assessor requirements above)
- provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading
- have quality assurance systems and procedures that support fair, reliable and consistent assessment across organisation and over time
- operate regular standardisation events that enable assessors to attend a minimum of 1 event per year

- operate moderation of assessment activity and decisions, through examination of documentation and observation of activity, with a minimum of 15% of each independent assessors' assessments moderated.

Assessment tools and materials

EPAOs must produce assessment tools and supporting materials for the EPA, as follows:

- Knowledge test question bank
- Sample questions for the professional discussion
- Documentation for recording assessment evidence and decisions
- Guidance for independent assessors on conducting the EPA
- Guidance for apprentices, their employers and training providers on the EPA.

Quality Assurance – External

External quality assurance for this apprenticeship standard is being undertaken by the Construction Industry Training Board (CITB).

Implementation

Affordability

The following factors should ensure that the EPA is affordable:

- Employers premises should be used for EPA venues where possible
- Remote assessment is permissible, reducing travel costs
- Both assessment methods can be completed in the same day, reducing travelling costs for assessors
- The professional interview is based on real work completed for the apprentice's employer (evidenced by a work record portfolio), adding value to the employer.

Volumes

It is anticipated that there will be 100 starts per year on this apprenticeship and 180 per year once established

Annex A: Knowledge, Skills and Behaviours to be assessed by each method.

Ref. No.	Knowledge	Knowledge Test	Professional Interview
K1	The role of PTE hire in each of the sectors they serve e.g. construction, facilities, mechanical contractors		X
K2	The product range (PTE), operating methods, technical specifications and how they are utilised by their customers on different projects		X
K3	Their company services, structure and systems, and their role within it, including employment rights and responsibilities	X	X
K4	The legal requirements, company procedures, hire terms and conditions, protocols and formats relating to the provision of technical and safety information and advice		X
K5	Legal and company requirements for applying health, safety and environmental in the workplace and for the preparation, supply, use, and storage of PTE e.g. PUWER regulations, toxic substances, maintenance and testing	X	
K6	Contract hire terms and conditions incl. damage, loss and theft		X
K7	How the Health and Safety at Work Act applies to their role including product maintenance, health & safety standards, and product usage risks in a range of site conditions. This includes areas specific to noise, chemicals, oils, fire, Working Time Regulations, working at height, safety processes, manual handling, safety management, risk assessment and hazard identification		X
K8	The environmental impact of the products (plant, tools and equipment) available for hire by the company	X	

K9	The accident and emergency response procedures including where the environment is affected		X
K10	How to process hire transactions including completion of contract documentation for on-hire and off-hire, raising requisitions and equipment delivery procedures		X
K11	The methods of preparing, creating and closing orders for hire and dispatching including the checking of progress and the record-keeping processes for lost hires		X
K12	Company hire fleet management systems to ensure timely delivery/collection of products, spares and staff		X
K13	PTE availability and how they are maintained, used and stored	X	
K14	Product testing methods and checks to be performed pre-handover e.g. PAT test expiry date, tyre pressure checks	X	
K15	Methods to control and maximise equipment availability	X	
K16	Company hire charge policy, pricing procedures, payment methods and procedures, transaction security	X	
K17	Fraudulent hire tactics and company prevention procedures	X	
K18	How technology, IT and systems are used within the hire sector, the benefits of these and how they can improve production efficiencies and quality, including current and future developments	X	
K19	Data protection policies and procedures	X	
K20	Techniques to provide customer service and promote customer loyalty. Company policy and procedures for complaint handling	X	X
K21	Methods used to convey technical, operational, environmental and safety information and advice to customers	X	

Ref No.	Skill	Knowledge Test	Professional Interview
S1	Process requisitions, orders and on-hire and off-hires, ensuring all legal, health & safety requirements have been met		X
S2	For commercial clients, carry out health, safety and environmental checks to ensure the PTE meets the needs of the client's site		X
S3	Complete contract documentation for on-hire and off-hires		X
S4	Arrange the timely delivery and collection of equipment, considering vehicle type, site accessibility and health & safety requirements		X
S5	Follow organisational processes in relation to hire insurance and hire equipment damage, theft and loss		X
S6	Cross-hire PTE according to organisational procedures		X
S7	Convey transport requirements including locations, delivery times and potential restrictions to drivers and hauliers		X
S8	Organise the replacement and recovery of defective equipment		X
S9	Process damage agreement and notification documentation		X
S10	Explain to customers the specification of the equipment to be hired, ensuring they understand the health, safety and environmental impacts and operational requirements and procedures		X
S11	For plant supplied with an operator, ensure all licences and site cards are current and valid for the operation and liaise with the contractor to provide such evidence	X	X
S12	Clearly communicate accurate legal, technical, safety and environmental information, ensuring the level of detail provided is appropriate to meet the needs and understanding of customers		X

S13	Explain hire terms, conditions and rates		x
S14	Provide, explain and process hire rates and associated transactions e.g. daily rate, insurance excess, damage charges		x
S15	Use organisational IT, technology and systems		x
S16	Comply with organisational data protection policies and processes		x
S17	Action customer queries and concerns in accordance with company procedures		x

Ref No.	Behaviours	Knowledge Test	Professional Interview
B1	Positive customer relationships		x
B2	Teamwork and independent working		x
B3	Health and Safety-first attitude		x
B4	Self-motivation to meet operational targets		x
B5	Assertiveness, confidence and resilience		x
B6	Respectfulness with an awareness of equality and diversity considerations		x
B7	Commitment to ongoing personal development.		x

Annex B Sample Portfolio Content

Ref No	Activity	Frequency (amount)	Log No
S1	Processing requisitions, orders and on-hire and off-hires	24	
S2	Carrying out health, safety and environmental checks to ensure the PTE etc. meets the needs of the client's site	6	
S3	Completing contract documentation for on-hire and off-hires	24	
S4	Arranging the timely delivery and collection of equipment, considering vehicle type, site accessibility and health & safety requirements	10	
S5	Following organisational processes in relation to hire insurance and hire equipment damage, theft and loss	5	
S6	Cross-hiring PTE according to organisational procedures	5	
S7	Conveying transport requirements including locations, delivery times and potential restrictions to drivers and hauliers	12	
S8	Organising replacement and recovery of defective equipment	10	
S9	Processing damage agreement and notification documentation	8	
S10	Explaining to customers the specification of the equipment to be hired, ensuring they understand the health, safety and environmental impacts and operational requirements and procedures	12	
S11	For operated plant, ensuring all licences and site cards are current and valid for the operation and liaise with the contractor to provide such evidence	6	
S12	Communicating accurate legal, technical, safety and environmental information, ensuring the level of detail provided is appropriate to meet the needs and understanding of customers	12	
S13	Explaining hire terms, conditions and rates	12	
S14	Providing, explaining and processing hire rates and associated transactions e.g. daily rate, insurance excess, damage charges	12	
S15	Using organisational IT, technology and systems	10	
S16	Complying with organisational data protection policies and processes	8	
S17	Actioning customer queries and concerns in accordance with company procedures	12	

Behaviours	Activities	Date demonstrated	Employer Initials
Positive customer relationships	<i>Interacts with customers in a helpful and positive manner</i>		
Teamwork and independent working	<i>Working effectively with others and with limited supervision</i>		
Health and Safety-first attitude	<i>Applies health and safety principles and actions</i>		
Self-motivation to meet operational targets	<i>Undertakes relevant and additional functions without prompting to meet the work requirements</i>		
Assertiveness, confidence and resilience	<i>Resists pressure to follow unsafe practices</i>		
Respectfulness with an awareness of equality and diversity considerations	<i>Applies equality, diversity and inclusion in dealing with others</i>		
Commitment to continual personal and professional development	<i>Seeks to improve knowledge and skills by undertaking additional learning-based activities</i>		

(Note: a ready-to-use portfolio designed by the employer group and can be obtained free of charge from one of the following organisations:

International Powered Access Federation

Hire Association Europe

Construction Plant-hire Association

Annex C - Structure for Multi-choice Questions

Ref. No.	Knowledge	Minimum No of questions
K3	Their company services, structure and systems, and their role within it, including employment rights and responsibilities	3
K5	Legal and company requirements for applying health, safety and environmental in the workplace and for the preparation, supply, use, and storage of PTE e.g. PUWER regulations, toxic substances, maintenance, testing	5
K8	The environmental impact of typical products (plant, tools and equipment) available for hire by the company	4
K13	PTE availability and how they are maintained, used and stored	4
K14	Product testing methods and checks to be performed pre-handover e.g. PAT test expiry date, tyre pressure checks	5
K15	Methods to control and maximise equipment availability	4
K16	Company hire charge policy, pricing procedures, payment methods and procedures, transaction security	4
K17	Fraudulent hire tactics and company prevention procedures	3
K18	How technology, IT and systems are used within the hire sector, the benefits of these and how they can improve production efficiencies and quality, including current and future developments	4
K19	Data protection policies and procedures	4
K20	Techniques to provide customer service and promote customer loyalty. Company policy and procedures for complaint handling	5
K21	Methods used to convey technical, operational, environmental and safety information and advice to customers	3
S11	For plant supplied with an operator, ensure all licences and site cards are current and valid for the operation and liaise with the contractor to provide such evidence	2